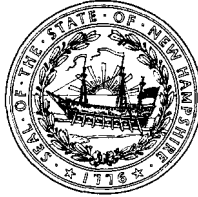


THE STATE OF NEW HAMPSHIRE

CHAIRMAN  
Thomas B. Getz

COMMISSIONERS  
Graham J. Morrison  
Clifton C. Below

EXECUTIVE DIRECTOR  
AND SECRETARY  
Debra A. Howland



PUBLIC UTILITIES COMMISSION

21 S. Fruit Street, Suite 10  
Concord, N.H. 03301-2429

Tel. (603) 271-2431

FAX (603) 271-3878

TDD Access: Relay NH  
1-800-735-2964

Website:  
[www.puc.nh.gov](http://www.puc.nh.gov)

September 5, 2006

Victor D. Del Vecchio, Esq.  
Verizon New England  
185 Franklin Street, 13<sup>th</sup> Floor  
Boston, MA 02110-1585

Re: DT 04-019, Verizon New Hampshire  
Quality of Service

Dear Mr. Del Vecchio:

Please treat this letter as the Commission's response to your letter, received on June 30, 2006, concerning the Commission's retention of a consultant to conduct a customer service survey in connection with the above-referenced proceeding.

The concerns raised in your letter, which relate to the cost of such a survey, are premature. The Commission notes that, contrary to Verizon's suggestion, it does not intend to duplicate the customer surveys Verizon has conducted on its own; nor does it propose to spend "hundreds of thousand of dollars" on such a survey. At this stage, the Commission has decided only to issue a Request for Proposal (RFP) for consultancy services. A review of responses to such an RFP will allow the Commission to determine the feasibility of conducting a statewide customer survey. The Commission therefore has denied Verizon's request without prejudice.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debra A. Howland".

Debra A. Howland  
Executive Director and Secretary